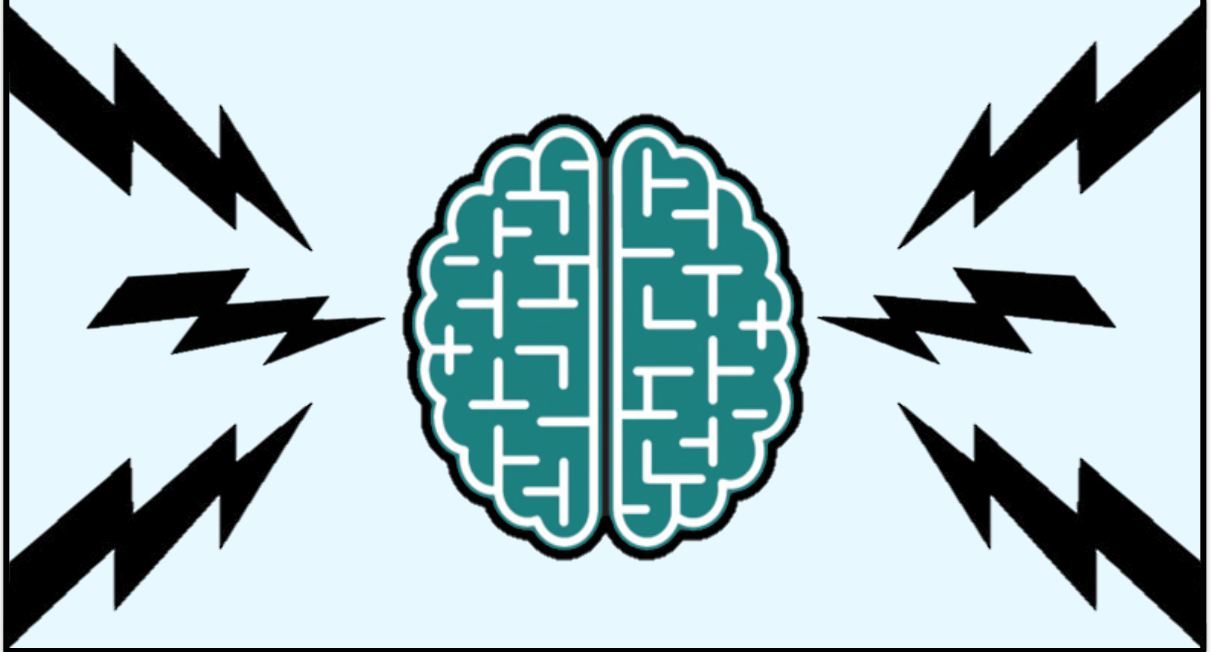


Dealing with Difficult Behaviors



DAN St.ROMAIN

EDUCATIONAL CONSULTING

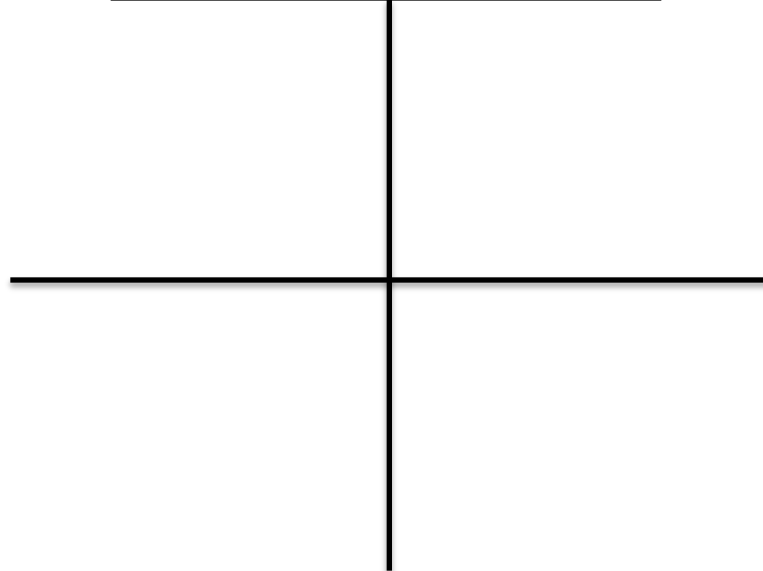
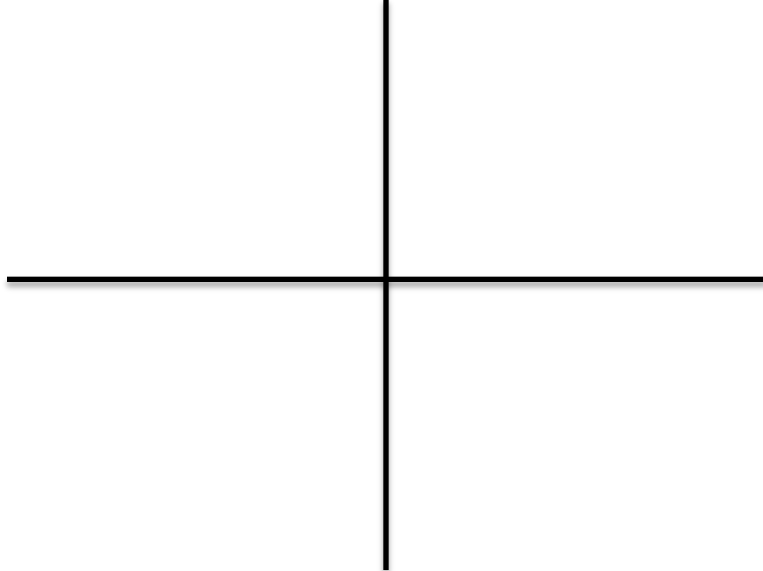
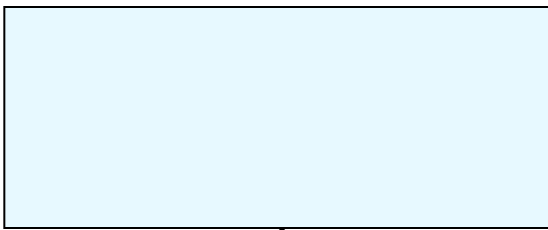
www.danstromain.com

210.363.1324



Twitter: @danstromain

Facebook:  Dan St. Romain, Educational Consulting



People and Behavior Patterns

*The
Tank*

*Indecisive, Procrastinates
Evasive, Noncommittal*

*The
Know-it-All*

*Undermining, Sarcastic
Unprofessional, Calculating*

*The
"Maybe" Person*

*Closed-Off, Detached
Not Invested, Isolated*

*The
Whiner*

*Confrontational, Angry
Aggressive, Pushy*

*The
Sniper*

*Superior, Impatient
Condescending, Controlled*

*The
Think-They-Know-It-All*

*Helpless, Victim
Complains, No Control*

*The
"Nothing" Person*

*Avoids Confrontation,
Agreeable, Affirming*

*The
"Yes" Person*

*Pessimistic, Difficult
Oppositional, Sad*

*The
Grenade*

*Misinformed, Aloof
Confident, but...insecure*

*The
"No" Person*

*Explosive, Ranting
Irrelevant, Irrational*

Understanding Motivation

PEOPLE ← *Determine* → TASK

Determine

Get the Task Done	————	Control
Get the Task Right	————	Perfectionism
Get Along	————	Seek Approval
Get Appreciated	————	Seek Attention

Determine

Passive

Assertive

Aggressive

Respond Differently

Remain Calm

Remain Professional

Model the Behavior You Want

Build Relationships

The Tank		Remain Calm Stand Your Ground
The Know-It-All		Know Your Expertise / Defer Draw on Expertise of Person
The <i>Maybe</i> Person		Get a Commitment Follow Through
The Whiner		Don't Feed the Emotions Walk Away
The Sniper		Take a Direct Approach Be the Adult
The Think-They-Know-It-All		Feed the Individual Attention Tell it Like it is
The <i>Nothing</i> Person		Ask Open-Ended Questions Involve the Individual
The <i>Yes</i> Person		Encourage Difference of Opinion Challenge Assumptions
The Grenade		Read the Emotions Refocus on Issue
The <i>No</i> Person		Remain Solution Focus Accentuate the Positive

Difficult Behaviors

Stay Calm.

Remove the Audience.

Walk Away.

Don't feed "crazy".

Talk during calm times.

Have individual conversations.

Surround yourself with positivity.

Get outside support when needed.

Self Awareness

Attend. Talk less ... **Listen** more.

Watch **body language.** Slow down.

Use a **quiet voice** and **appropriate tone.**

Provide **NEUTRAL** emotions.

Choose words carefully.



Changing Perspectives

- **Model the behavior you want.**

- **Behavior is communication.**

- **People do the best they are able given their skill set.**

- **Resist the impulse to react. Choose to respond.**

- **Lighten up. Behavior change takes time.**